

VACANCY ANNOUNCEMENT

SPAR Albania Ltd. is an affiliate of BALFIN Group operating in the sector of food retail with the right of exclusivity of the name “SPAR”.

Balkan Finance Investment Group, BALFIN Group, is one of the most significant and successful investment groups in the Western Balkans region. Geographically, BALFIN Group is present in Austria, Albania, Kosovo, Bosnia and Herzegovina, North Macedonia, Montenegro, Switzerland, Croatia, and the Netherlands, employing approximately 5,200 people. The activities of the BALFIN Group comprise real estate, wholesale and retail, banking, asset management, media, education, and logistics. BALFIN Group is growing steadily, having a positive impact on the communities through economic development, employment opportunities, innovation, and social investment.

Job position: Servicedesk Specialist

Department: IT

Location: Head Office

Summary: Service desk Specialist monitors and maintains the computer systems and network of company. Installs and configures computer systems, diagnostics hardware and software issues, and solves technical problems or programs reported on the Helpdesk, whether by phone or workplace.

Duties and Responsibilities:

- Installs and configures computers, programs, systems, network devices, printers, scanners, and any other devices
- Manage the solving of open helpdesk requests.
- Timely response to the problems reported in the helpdesk
- Configure new user accounts and manage current user account problems
- Support the implementation of new programs, systems
- Participate in IT projects as needed.
- Testing and Evaluation of New Technologies
- Replaces equipment or parts as needed

Qualifications and Skills:

- Education:

University degree, Bachelor IT

- Work Experience:

Previous experience in IT Support

- Additional qualifications:

- Good knowledge of desktop operating systems
- Good analytical skills and problem solving
- Updated technical knowledge
- Good knowledge of software and equipment used on our network

- Additional skills:

- Written and verbal communication skills.
- Analytical Thinking
- Problem solving

Application procedure: To apply for this position, please submit CV with covering letter before **31/01/2023** to hr@spar.al stating the post on the subject line or by post to the following address: Spar Albania Ltd, Tirana East Gate (TEG), National Street Tirana-Elbasan, Farkë (Lundër), Tirana.

* All applications will be treated with strict confidentiality according to the law No. 9887 set by the Albanian Parliament for the "Protection of Personal Data".